

Rent Relief Program Online Application Tenant User Guide

January 2022

**Step by step instructions on how to utilize the Gov2Go
online system to submit your RRP Application**



**VIRGINIA DEPARTMENT OF HOUSING
AND COMMUNITY DEVELOPMENT**
Partners for Better Communities



Section Listing and Useful References

User Guide Sections

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 1 <u>Create Gov2Go Account</u>	 2 <u>Enroll in Rent Relief</u>	 3 <u>Complete Tenant Profile</u>	 4 <u>Access Gov2Go Account</u>
 5 <u>Start New Tenant Application</u>	 6 <u>Enter Eligibility Information</u>	 7 <u>Enter Tenant Information</u>	 8 <u>Enter Household Member Information</u>
 9 <u>Enter Rental Information</u>	 10 <u>Enter Self Employment Information</u>	 11 <u>Upload Lease and Complete Application</u>	 12 <u>Check Application Status</u>

Other Useful References

(click image to link to additional references)



Virginia DHCD Rent Relief Program Website

Detailed guidance on the RRP and links to information



FSP Zip Code Listing

Fact-specific Proxy - Households of three or less individuals who live in one of these zip codes does not require income documentation



Tenant Application FAQs

Common questions regarding program eligibility and application process



Documentation Requirements

Specific details regarding the expected format and contents of required documentation for application



Customer Support Information

Additional information on customer support capabilities and how to contact for help



Gov2Go Website

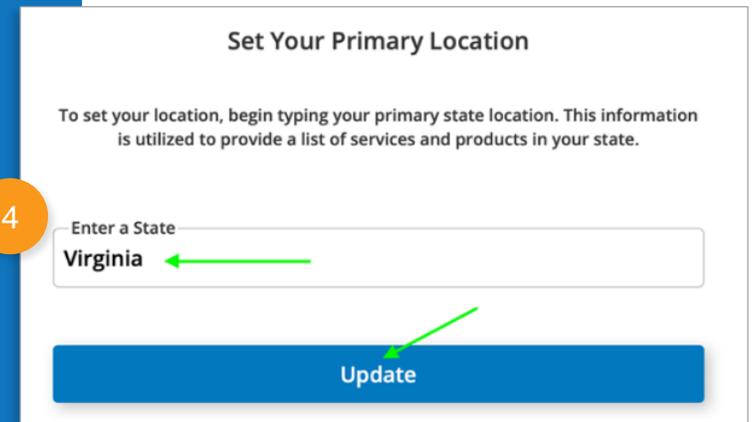
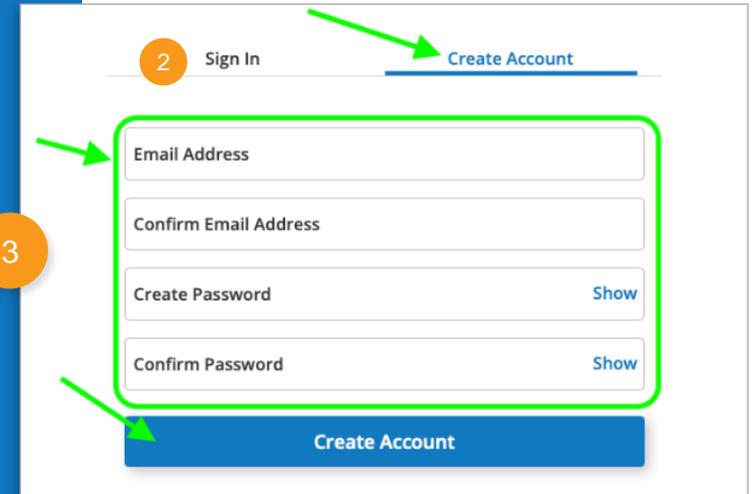
Link to Gov2Go where all application activities will take place, can also be accessed via mobile app

1 Create Gov2Go Account

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1. Navigate to getgov2go.com, scroll down to Get Started and click “[gov2go Web](#)”
2. If you already have an account, enter your email and click “Continue”, then enter your password and click “Sign In”
3. If you do not have an account, click “Create Account”, enter email address and password (as well as both confirmations), then click the blue button labeled “Create Account”
4. Enter “Virginia” as the state and click “Update”

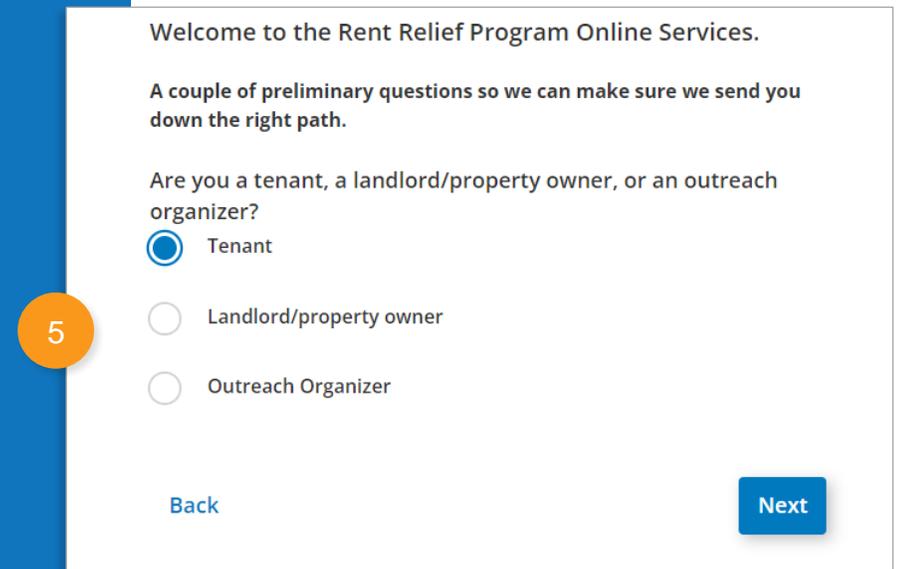
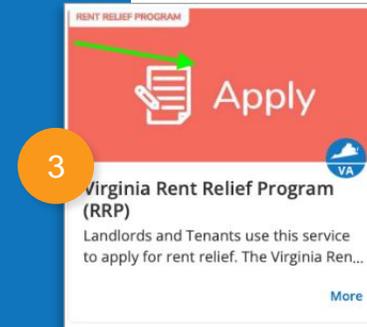
IMPORTANT TIP: This program is for Tenants living in Virginia, you must enter “Virginia” to be eligible.



2 Enroll in Rent Relief

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1. Click “Discovery”
2. In the “Search Discovery” box, type ‘Rent Relief’ then click “Search”
3. Click the “Apply” image for Virginia Rent Relief Program
4. Click “Enroll” and “Next” after reading program description (not pictured)
5. If you are an Tenant seeking to access the Rent Relief Program select “Tenant”



3 Complete Tenant Profile

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1. Enter your personal name and contact information to setup your profile, include your unit or apartment number if applicable
2. If you are completing this application for someone else, update this page with information for the primary tenant
3. If you are completing this application for yourself, verify your personal information continue

IMPORTANT TIP: If your address includes a unit or apartment number then you must ensure it is entered to avoid delays in processing

Let's setup your profile. What is your name and contact information?

First Name

Last Name

Address 1

Address 2 (optional) (Optional)

City

State
Virginia 

Your Personal Information And Mailing Address

First Name (Tenant's First Name)

Last Name (Tenant's Last Name)

Address 1

Address 2 (optional) (Optional)

City

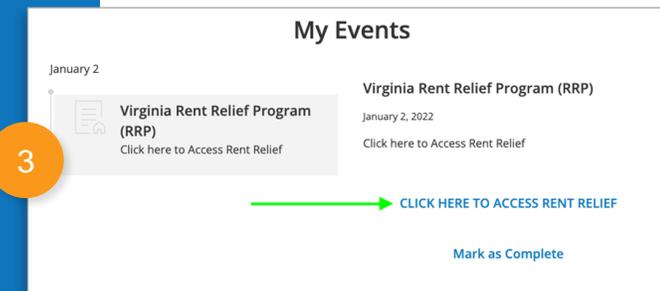
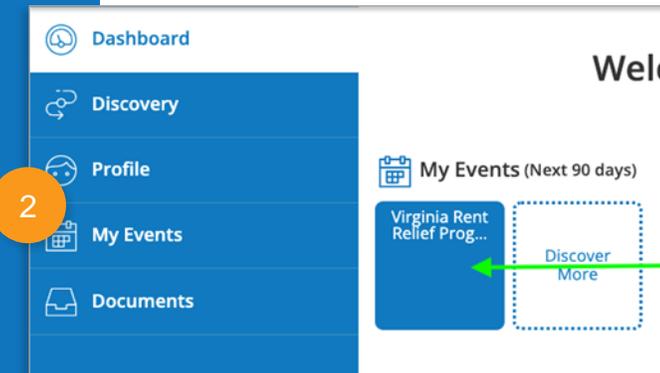
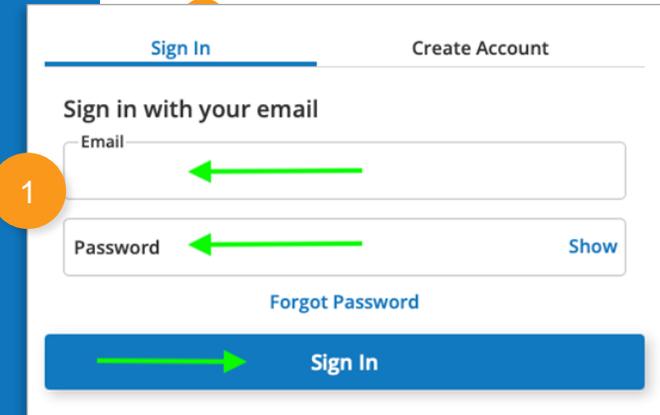
State
Virginia 

Zip Code

4 Access Gov2Go Account

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1. Log on to the Gov2Go platform
2. Click Virginia Rent Relief Program
3. Click the link “Click Here to Access Rent Relief”



5 Start New Tenant Application

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1. To start an application, select “Start New Tenant Application”
2. Answer the initial application questions relating to the primary Tenant

Welcome to the Rent Relief Program Online Services - Main Menu.

Please select your action below:

- Start New Tenant Application
- Update Contact Information
- Update Personal Information

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1

Before we begin, let's make sure this is the right program for you.

Has COVID-19 made it more difficult for you to pay rent or other bills?

- Yes
- No

Which of these have you experienced? (check all that apply)

- I have been laid off
- My place of employment has closed
- I have experienced a reduction in hours of work
- I must stay home to care for children because day care and/or school has closed
- I must stay home to care for children due to distance
- I have lost child or spousal support

2

5 Start New Tenant Application

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3. Enter your name and contact information to setup your profile
4. If you are completing this application for someone else, enter personal information for the primary tenant on this page
5. The system may correct small details with the address you entered, (Example: Road changed to Rd, Lane to Ln, P.O. Box to PO Box, etc)

IMPORTANT TIP: If your address includes a unit or apartment number then you must ensure it is entered to avoid delays in processing

What is your name and contact information?

First Name

Last Name

Address 1

Address 2 (optional) (Optional)

City

State

Zip Code

Tenant Information and Property Address

Tenant (Applicant) Name

Property Address 1

Address 2 (optional) (Optional)

City

State

Code

County (Optional)

Phone Number

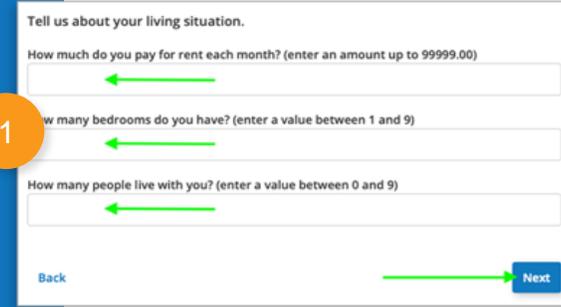
5 **Your address has been corrected. Please verify and click Next to continue.**

6 Enter Eligibility Information

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1. Enter requested information
2. Answer the questions by selecting yes or no
3. Answer the question by selecting yes or no. Then, select all that apply from the list of benefits

IMPORTANT TIP: Do not count yourself when adding number of people that live with you. If your Spouse and 1 child lives with you, enter 2. If you live alone enter 0)



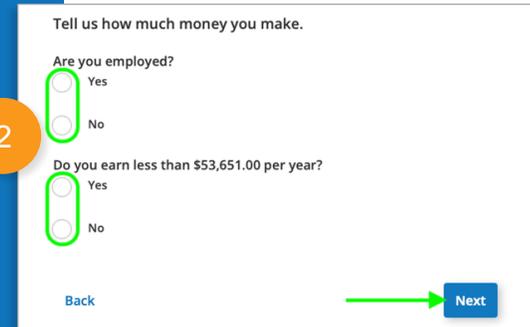
Tell us about your living situation.

How much do you pay for rent each month? (enter an amount up to 99999.00)

How many bedrooms do you have? (enter a value between 1 and 9)

How many people live with you? (enter a value between 0 and 9)

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Tell us how much money you make.

Are you employed?

Yes

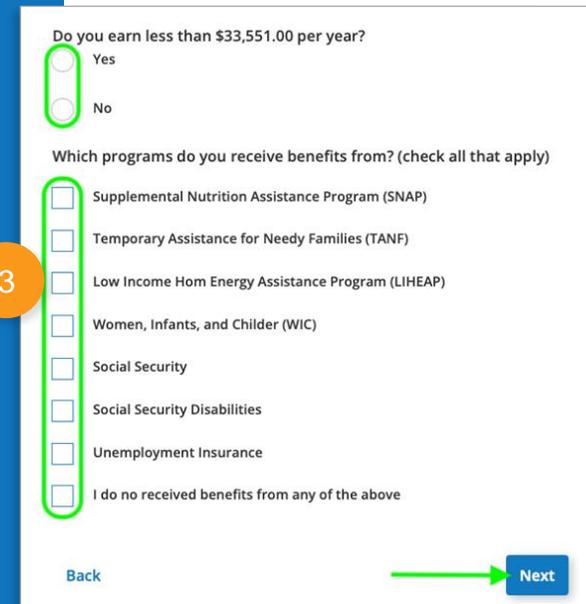
No

Do you earn less than \$53,651.00 per year?

Yes

No

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Do you earn less than \$33,551.00 per year?

Yes

No

Which programs do you receive benefits from? (check all that apply)

Supplemental Nutrition Assistance Program (SNAP)

Temporary Assistance for Needy Families (TANF)

Low Income Home Energy Assistance Program (LIHEAP)

Women, Infants, and Childer (WIC)

Social Security

Social Security Disabilities

Unemployment Insurance

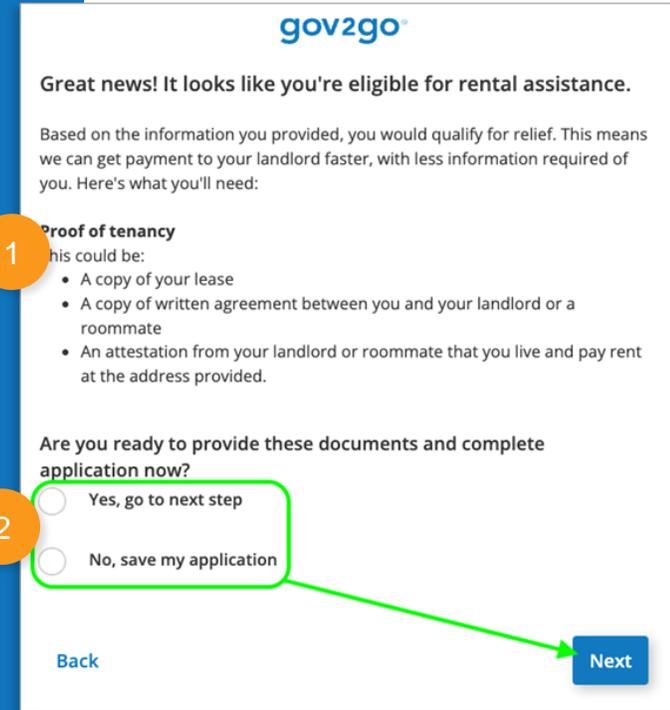
I do not received benefits from any of the above

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7 Enter Tenant Information

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1. Review the information then choose from the two selections
2. Selecting “Yes” will give you the opportunity to upload the requested documents. Selecting “No” will save the application and give you time to gather the required documents. When ready to move forward, the application will resume where you left off
3. Answer the questions by selecting yes or no



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Great news! It looks like you're eligible for rental assistance.

Based on the information you provided, you would qualify for relief. This means we can get payment to your landlord faster, with less information required of you. Here's what you'll need:

1 Proof of tenancy
This could be:

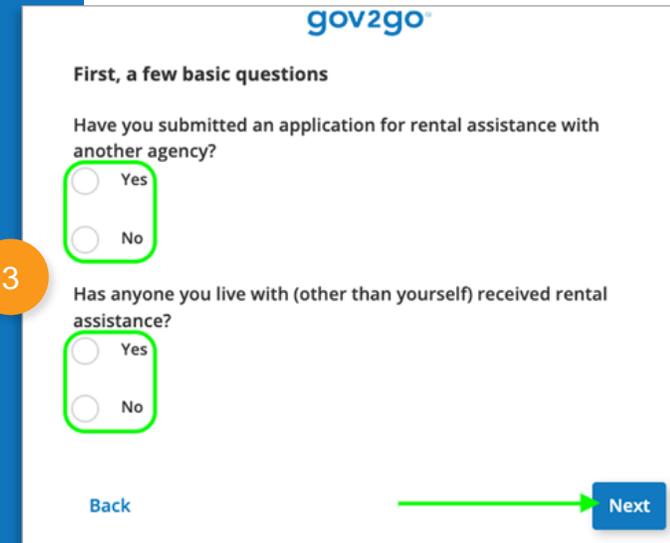
- A copy of your lease
- A copy of written agreement between you and your landlord or a roommate
- An attestation from your landlord or roommate that you live and pay rent at the address provided.

Are you ready to provide these documents and complete application now?

Yes, go to next step

No, save my application

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First, a few basic questions

Have you submitted an application for rental assistance with another agency?

Yes

No

Has anyone you live with (other than yourself) received rental assistance?

Yes

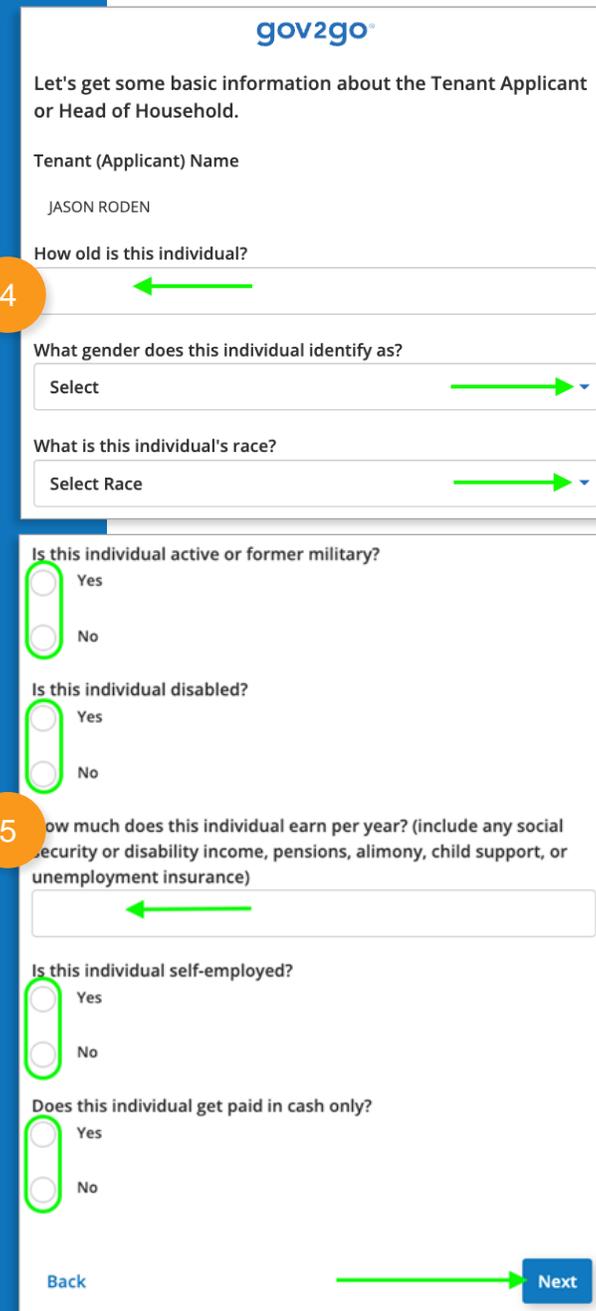
No

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7 Enter Tenant Information

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4. Enter the Tenants age, then select the most appropriate answers from the dropdown menus
5. Answer the questions regarding the Tenant



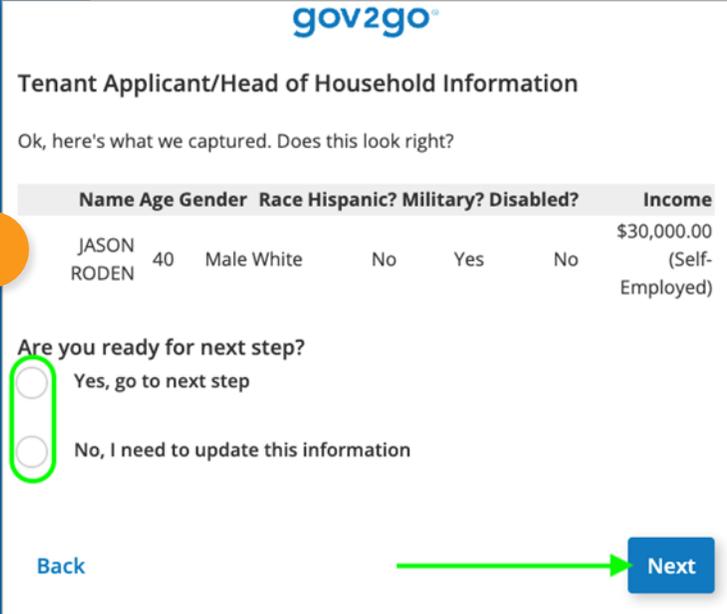
The screenshot shows a web form titled "gov2go" with the heading "Let's get some basic information about the Tenant Applicant or Head of Household." The form contains several fields and questions:

- Tenant (Applicant) Name:** JASON RODEN
- How old is this individual?:** A text input field with a green arrow pointing left and a circled "4" next to it.
- What gender does this individual identify as?:** A dropdown menu with "Select" and a green arrow pointing right.
- What is this individual's race?:** A dropdown menu with "Select Race" and a green arrow pointing right.
- Is this individual active or former military?:** Radio buttons for "Yes" and "No", with "Yes" circled in green.
- Is this individual disabled?:** Radio buttons for "Yes" and "No", with "Yes" circled in green.
- How much does this individual earn per year? (include any social security or disability income, pensions, alimony, child support, or unemployment insurance):** A text input field with a green arrow pointing left and a circled "5" next to it.
- Is this individual self-employed?:** Radio buttons for "Yes" and "No", with "Yes" circled in green.
- Does this individual get paid in cash only?:** Radio buttons for "Yes" and "No", with "Yes" circled in green.
- Navigation:** "Back" and "Next" buttons at the bottom, with a green arrow pointing right to the "Next" button.

7 Enter Tenant Information

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6. Review the information, if changes need to be made select “No”. If everything is correct select “Yes”



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Tenant Applicant/Head of Household Information

Ok, here's what we captured. Does this look right?

Name	Age	Gender	Race	Hispanic?	Military?	Disabled?	Income
JASON RODEN	40	Male	White	No	Yes	No	\$30,000.00 (Self-Employed)

Are you ready for next step?

Yes, go to next step

No, I need to update this information

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8 Enter Household Member Information

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1. Enter requested information about the other household members. Repeat this step for each member of the household
2. Review the information, if corrections are needed select “I need to update one of the above household members”. If no corrections are needed select “I am done with household members”

IMPORTANT TIP: Household members should only be entered in addition to the primary tenant, you do not need to re-enter primary tenant information on the household member forms

Information about household member 1 of 2.

First Name

Last Name

How old is this individual?

What gender does this individual identify as?

What is this individual's race?

Does this individual get paid in cash only?
 Yes
 No

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Household Members Information

Ok, here's what we captured. Does this look right?

Name	Age	Gender	Race	Hispanic?	Military?	Disabled?	Income
Lyndsi Roden	40	Female	White	No	Yes	Yes	\$3,600.00
Shiloh Roden	6	Female	Multi-Racial	No	No	No	

Please select your next action:
 I need to update one of the above household members
 I am done with household members

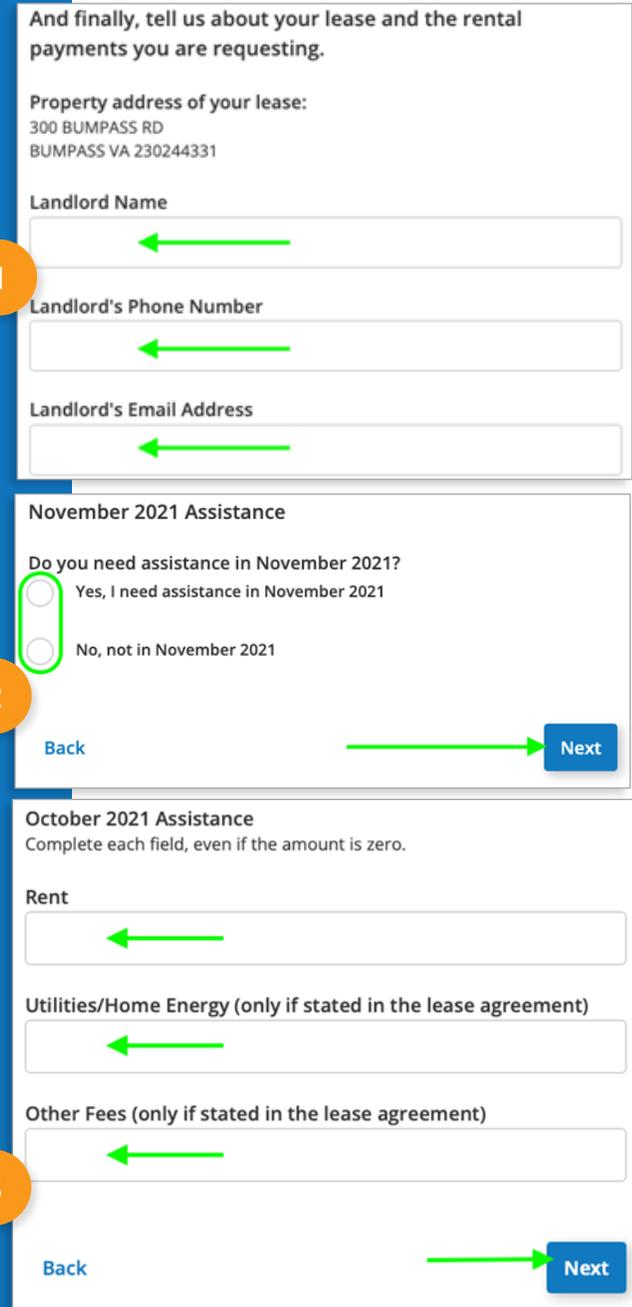
[Back](#) [Next](#)

9 Enter Rental Information

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1. The answers to this information can be found on your current lease, enter all requested information
2. If you need rent, utility, or other lease related costs for the month listed select “Yes”, if no assistance is needed, select “No”
3. Enter the amounts needed in each field. The amounts entered should not exceed what is listed on the lease. If partial amount is needed enter that amount
4. The previous 2 steps will be repeated until all eligible months have been completed

EXAMPLE: Your rent was \$800 in October, but you were able to make a partial payment of \$300, you would enter \$500 to cover the outstanding balance owed.



And finally, tell us about your lease and the rental payments you are requesting.

Property address of your lease:
300 BUMPASS RD
BUMPASS VA 230244331

Landlord Name

Landlord's Phone Number

Landlord's Email Address

November 2021 Assistance

Do you need assistance in November 2021?

Yes, I need assistance in November 2021

No, not in November 2021

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October 2021 Assistance
Complete each field, even if the amount is zero.

Rent

Utilities/Home Energy (only if stated in the lease agreement)

Other Fees (only if stated in the lease agreement)

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10 Enter Self Employment Information

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1. If self-employment was previously indicated, enter the information requested
2. If you previously indicated that you participate in another a government program, such as SNAP, you will need to upload the award or determination letter
3. If you previously indicated that you were self-employed, review the Self-Employment Certification. If everything is correct and you wish to acknowledge the certification, click on each checkbox

Self-Employment Information

You have indicated that the following household member(s) is/are self-employed:

- JASON RODEN

Please provide information about the business below.

1

Business name

Supplemental Nutrition Assistance Program (SNAP)

You have indicated that you have received **Supplemental Nutrition Assistance Program (SNAP)**. It is required that you need to upload a copy of acceptance letter.

Click Browse to select file to upload, then click the **Next** button to save file.

Select file to upload:

Select file to upload: **Browse**

Accepted File Types: .jpg, .jpeg, .gif, .png, .doc, .docx, .pdf

2

Back **Next**

SELF-EMPLOYMENT CERTIFICATION

I, **JASON RODEN**, do hereby certify that household member(s) below is/are self-employed and that for the most current tax year **2020**, net earnings were **\$32,000.00**. I hereby attach a copy of individual federal income tax return for the prior calendar year. The anticipated annual earnings for the next calendar year is **\$32,000.00**.

Business Name: **Jason's Hatchery**
BusAddress: **100 Bumpass Rd Bumpass VA 23024**
Date Business Opened: **06/01/2020**
Have operations been continuous? **No**
Type of Business: **Chicken Hatchery**

3

Please certify by checking the check box next to each household member's name.

JASON RODEN

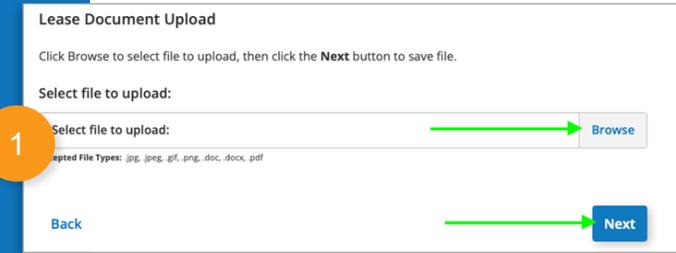
I certify that the information shown in such accompanying income tax return is true and complete to the best of my knowledge. I understand that providing false or misleading information is a breach of my lease and may be subject to criminal penalties.

I certify that the above information is true and correct.

11 Upload Lease and Complete Application

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1. Click “Browse”, upload your Lease
2. Review the RRP Landlord and Tenant Household Agreement. If you agree, click “Yes”
3. The RRP application has now been completed and a confirmation number has been provided. It is suggested that you save this confirmation number for future use



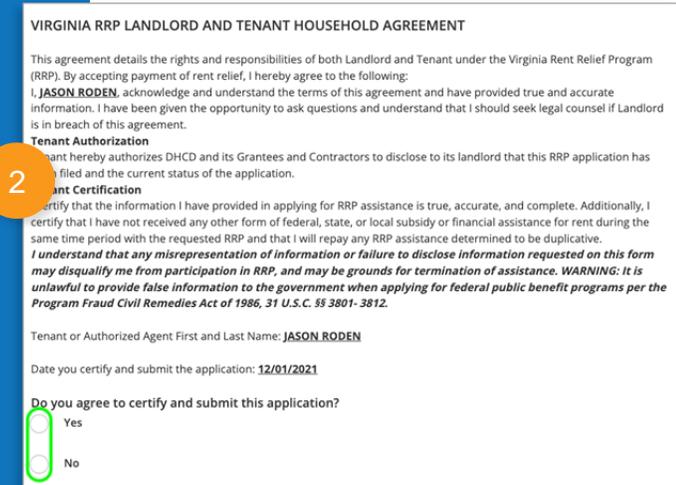
Lease Document Upload

Click Browse to select file to upload, then click the **Next** button to save file.

Select file to upload:

Select file to upload:

Accepted File Types: .jpg, .jpeg, .gif, .png, .doc, .docx, .pdf



VIRGINIA RRP LANDLORD AND TENANT HOUSEHOLD AGREEMENT

This agreement details the rights and responsibilities of both Landlord and Tenant under the Virginia Rent Relief Program (RRP). By accepting payment of rent relief, I hereby agree to the following:
I, **JASON RODEN**, acknowledge and understand the terms of this agreement and have provided true and accurate information. I have been given the opportunity to ask questions and understand that I should seek legal counsel if Landlord is in breach of this agreement.

Tenant Authorization
Tenant hereby authorizes DHCD and its Grantees and Contractors to disclose to its landlord that this RRP application has been filed and the current status of the application.

Tenant Certification
I certify that the information I have provided in applying for RRP assistance is true, accurate, and complete. Additionally, I certify that I have not received any other form of federal, state, or local subsidy or financial assistance for rent during the same time period with the requested RRP and that I will repay any RRP assistance determined to be duplicative.
I understand that any misrepresentation of information or failure to disclose information requested on this form may disqualify me from participation in RRP, and may be grounds for termination of assistance. WARNING: It is unlawful to provide false information to the government when applying for federal public benefit programs per the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. §§ 3801-3812.

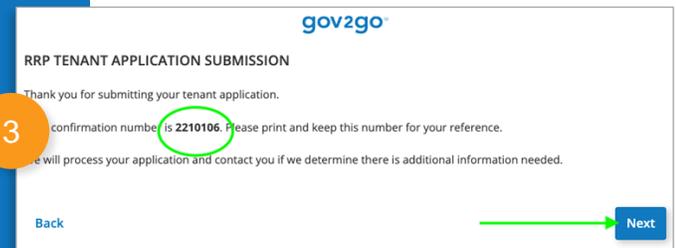
Tenant or Authorized Agent First and Last Name: **JASON RODEN**

Date you certify and submit the application: **12/01/2021**

Do you agree to certify and submit this application?

Yes

No



gov2go

RRP TENANT APPLICATION SUBMISSION

Thank you for submitting your tenant application.

Your confirmation number is **2210106**. Please print and keep this number for your reference.

We will process your application and contact you if we determine there is additional information needed.

11 Upload Lease and Complete Application

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4. If you are finished uploading documents, select “I do not have any more documents to upload”
5. Review the page, select “Yes”

Please select your next action:

- I do not have any more lease documents to upload
- I need to upload additional lease documents
- I need to remove one of the above lease documents

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VIRGINIA RRP LANDLORD AND TENANT HOUSEHOLD AGREEMENT

This agreement details the rights and responsibilities of both Landlord and Tenant under the Virginia Rent Relief Program (RRP). By accepting payment of rent relief, I hereby agree to the following:

Landlord Agreement

I, **Jason Roden**, acknowledge and agree to the requirement that I must not evict the renter for non-payment of rent associated with any of the months for which the rent relief payment is made.

Furthermore, I understand that RRP funds cannot be used to pay past due rent prior to April 1, 2020. I understand that if the renter owes past due rent prior to April 1, 2020, I must work with the Tenant to develop an appropriate payment plan. If the Tenant cannot adhere to the conditions within the payment plan, either the Tenant or I, may return to the Rent Relief Program to apply for further assistance, provided the Tenant remains eligible and funds are still available. Landlords will notify tenant by email or mail of the amount of rent paid by RRP and steps to take if Tenant finds they are unable to pay rent in the future.

12 Check Application Status

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1. You can check your application status by clicking “Check Tenant Application Status”. Using the dropdown menu, select the application by either confirmation number or property address
2. Using the dropdown menu select the location by confirmation number or property address
3. The current application status will be listed here

Status Definitions

Application submitted: Your application has been submitted, waiting for review

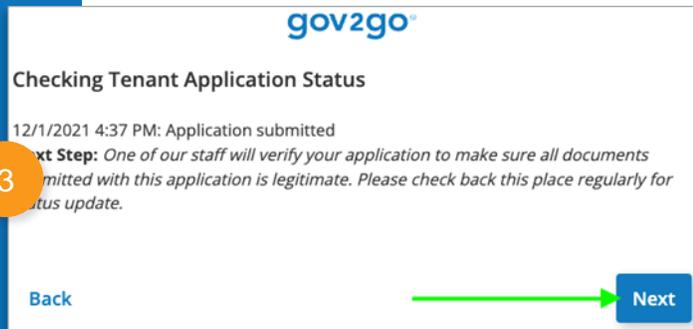
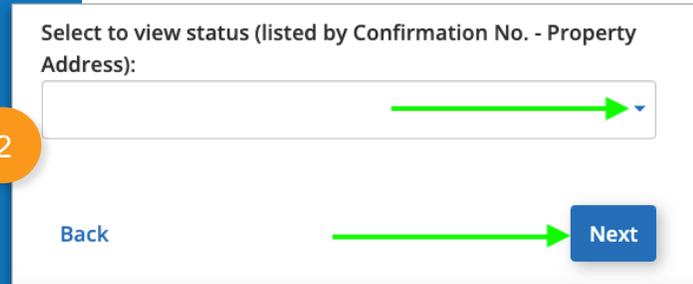
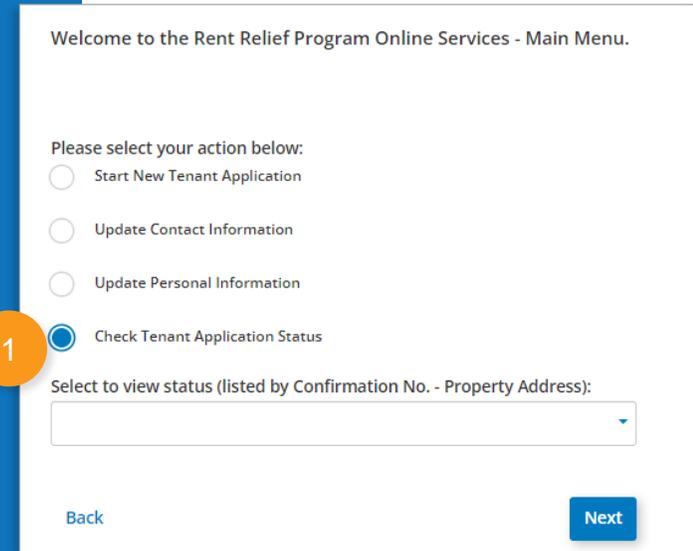
Application accepted: Your application has been reviewed and accepted

Application Rejected: Your application has been reviewed but was rejected

Case Under Review: Your application has been paired with Landlord application and is being reviewed

Case Approved: You have been approved for Rent Relief

Case Denied: You have been denied Rent Relief



Documentation Requirements

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Roommate Certification

- ✓ If multiple roommates live in the same household, but only one roommate needs RRP assistance, they can apply for their portion only. The applicant does not need to include their roommates' income on the application.
- ✓ If eligible, the applicant's portion of the rent will be prorated and paid directly to the landlord. In this situation, the applicant must submit the Roommate Certification form to self-certify that they are living with a non-family member.

Signed Lease

- ✓ The lease must be SIGNED by Tenant(s) and Landlord and all pages must be uploaded (not just first page or signature page).
- ✓ The lease must cover the period(s) for which rent relief is being requested. Any lease extensions beyond the original lease must also be uploaded.
- ✓ The lease must include the address of the property and the rent amount.
- ✓ If no lease is available, provide evidence of the three most recent payments of rent. This can be bank statements, check stubs, or rent receipt from landlord. Documentation should show three payments of approximately the same amount, made to the same landlord or property management company at regular intervals (for example, every month).

Third-Party Release

- ✓ A third-party release form shall be signed by the prospective third-party agent and the authorizing Tenant or Landlord.

Asset Certification

- ✓ An asset certification shall be required when a household's income is above 50% AMI. An asset is defined as checking and savings accounts (including IRA's, Keogh accounts, and certificates of deposit) stocks, bonds, trusts, pensions, whole life insurance or other assets and their value owned by any household member.

Document File Types Accepted

Documents being uploaded can be in the form of scanned copies of original document, digital photographs of documents, and emails or handwritten attestations from employers, landlords, caseworkers, or others with knowledge of the household's circumstances.

File types accepted are as follows:
.jpg, .gif, .png, .doc, .docx, .pdf.

Documentation Requirements

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Proof of Income

- ✓ Income document requirements will vary based on Tenant eligibility type. Categorical, fact-specific proxy, and general income eligibilities all require different forms, documents, or attestations to be completed or uploaded.
- ✓ Below you will find detailed information concerning the different types of eligibilities and what documents will be required.

Categorical Eligibility

To qualify by categorical eligibility, an applicant's household income has have had to been verified to be at or below 80 percent of the area median income or an applicant's household has have had been verified as a low-income family in connection with one of the following local, state, or federal government assistance programs:

Low Income Home Energy Assistance Program (LIHEAP)
Temporary Assistance for Needy Families (TANF)
Supplemental Nutrition Assistance Program (SNAP)
The special supplemental nutrition program for Women, Infants, and Children (WIC)

An applicant may submit an award or determination letter from one of the programs listed above as income verification. This determination letter must be issued by the government agency responsible for the program listed and must be dated on or after January 1st 2020.

If a determination letter is used as income verification, no further income documentation is needed from any household member.

Fact-specific Proxy

Households of three or less individuals who live in one of the 500 predefined area codes, your RRP application does not require income documentation. See attachment 1 for a full list of zip codes.

General Income Eligibility

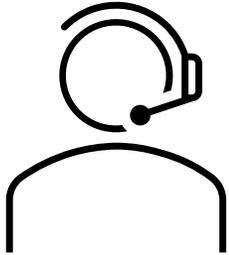
If an applicant does not meet Fact-specific Proxy or Categorical Eligibility as outlined above, applicants must determine their income eligibility by calculating the household's current monthly gross income for all adult household members, including payments made to an adult on behalf of a child living in the home. The amount must be at or below 80% AMI. An applicant may provide one of the following documents as supporting documentation to verify income eligibility: pay stub, W-2, other wage statement, tax filing, bank statement, or a signed attestation.

Self-Attestation Alone

In order to provide assistance rapidly, during the public health emergency related to COVID-19 the grantee may rely on a self-attestation of household income without further verification if the applicant confirms in their application or other document that they are unable to provide documentation of their income. If only a written attestation is used, the household's income will be reassessed every three months, by obtaining appropriate documentation or a new self-attestation. Income attestations should specify the monthly or annual income claimed by the household to ensure that the household meets the applicable ERA requirements and to enable appropriate reporting.

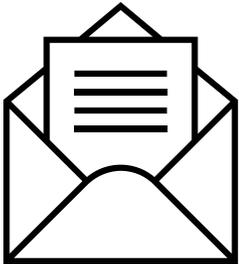
Customer Support Information

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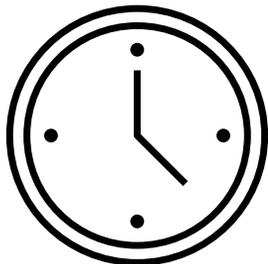
Toll Free Number

**1-833-RENT-RELIEF or
833-736-8735**



Email Support

rrpsupport@egov.com



Hours Of Operation

**Monday - Friday from 8:00 a.m. to 8:00 p.m.
(Closed Saturday, Sunday, and state holidays)**

Other Useful References

(click image to link to additional references)



Virginia DHCD Rent Relief Program Website

Detailed guidance on the RRP and links to information



FSP Zip Code Listing

Fact-specific Proxy - Households of three or less individuals who live in one of these zip codes does not require income documentation



Tenant Application FAQs

Common questions regarding program eligibility and application process



Documentation Requirements

Specific details regarding the expected format and contents of required documentation for application



Customer Support Information

Additional information on customer support capabilities and how to contact for help



Gov2Go Website

Link to Gov2Go where all application activities will take place, can also be accessed via mobile app